

## **SOLE SOURCE REQUEST QUESTIONNAIRE**

**Proposed vendor: Total Recall**

**1. What is being requested?**

Issuance of a purchase order for real time captioning services during the Disability Network Radio Show broadcast by KTYM 1460 AM.

**2. Why is the service needed – How long will it be used?**

The Los Angeles County Commission on Disabilities (Commission) was established by the Board in 1989. The Commission is comprised of 18 members appointed by each Supervisor, who are associated with the disability community.

The Commission, with the assistance from other County Departments, advises the Board of the unique needs of people with disabilities in the areas of health, employment, education, public attitudes, barriers and recreation; Conducts studies and makes recommendations for improvement to policies, systems and procedures; Cooperates with organizations seeking to improve services to people with disabilities and advises the Board on efforts and activities being made for people with disabilities by other government agencies and private organizations; Evaluates the adequacy of existing laws and proposed legislation related to people with disabilities from the County's point of view and suggests necessary legislation which the County may want to sponsor.

Providing real time captioning services will meet Americans with Disabilities Act (ADA) requirements by providing a special accommodation to Commission members and members of the public that are hearing impaired and/or require captioning so that they are provided equal access to commission activities and information.

As part of the Commission's community outreach activities, the Commission disseminates information to people within the disability community, the Commission regularly posts information on the Commission's Web Page at [www.laccod.org](http://www.laccod.org) and has an existing (non-exclusive) agreement with Radio Station KTYM 1460 AM which airs the 3<sup>rd</sup> Wednesday of each month for a duration of half hour.

Availing captioning services to the Los Angeles County disability community supports this effort and conforms to the Los Angeles County Strategic Plan.

- 3. Is this vendor the only one that meets the user's requirements? If yes, what is unique about the vendor?**

Total Recall has provided captioning services to the Commission for 20 years; they have built a trusting relationship with the commissioners and sustain a record with the Commission for being professional, accurate, conscientious, reliable and sensitive to their unique needs and challenges. They also have an existing contract to caption the Commissions monthly meeting and annual awards luncheon that expires on 4/30/2014.

- 4. Have other products/vendors been considered? If yes, which products/vendors have been considered and how did they fail to meet the user's requirements?**

Due to the Commission's high level of satisfaction with the service provided by Total Recall and their long standing contract for other services provided to the Commission on Disabilities , other vendors have not been considered.

- 5. Will purchase of this product avoid other costs or will it incur additional costs, e.g., training, conversion, etc?**

No additional costs will be incurred in purchasing services from this vendor.

- 6. Is the product proprietary or is it available from various dealers?**

While the type of service is available from other companies; none of them have the expertise attained from working with this Commission as Total Recall does. The limited experience of an unfamiliar company would affect the accuracy of real time captioning recorded.

- 7. Reasonableness of price. Does the County obtain a percentage discount or special discount not available to the private sector?**

Not applicable

- 8. What is the dollar value of existing equipment and the Purchase Order Number for the existing equipment?**

Not applicable.